Conflict Management

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A state of **disagreement** where the parties involved perceive a threat to their needs, interests, or concerns.

Conflict management is the process of identifying, addressing, and resolving disputes

Why Conflict Occurs?

Positive vs. Negative Conflicts

Positive Conflict:

- Encourages new ideas and innovation
- Strengthens relationships through problem-solving
- Enhances team performance by addressing inefficiencies

Negative Conflict:

- Creates tension and stress in the workplace
- Reduces productivity and morale
- Can escalate into personal disputes if unmanaged

Types of Conflicts and How They Manifest

Interpersonal Conflict (Between individuals)

Intrapersonal Conflict (Within oneself)

Organizational Conflict (Workplace disagreements)

Cultural and Generational Conflicts

Guess The Conflict

Maslow's Hierarchy of Needs

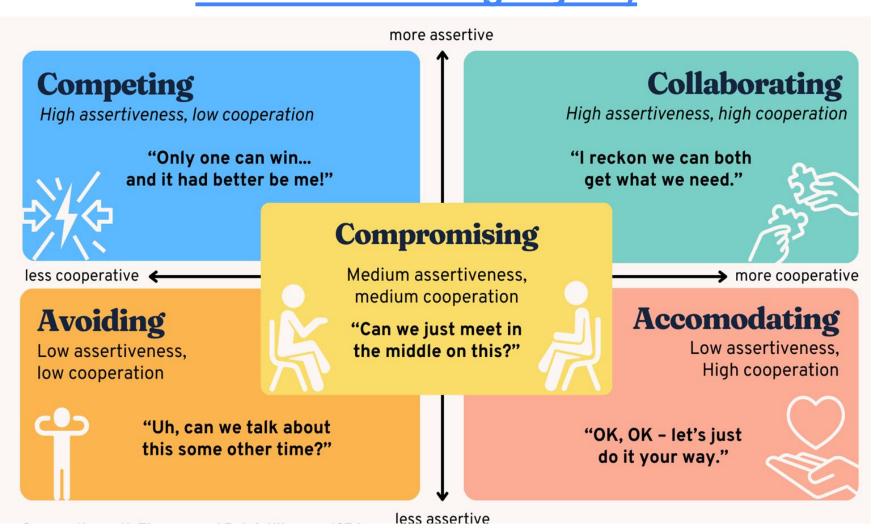هرم ماسلو

Thomas-Kilmann Conflict Resolution Model (Focus: Conflict Handling Styles)

This model identifies **five ways people handle conflict** based on two factors: **assertiveness** (concern for self) and **cooperativeness** (concern for others)

Conflict resolution through Negotiation skills.

A negotiation is a communication process involving two or more parties aiming to reach an agreement or trying to present the best idea to conclude benefiting all.
Each party endeavors to achieve a satisfactory agreement through influence, persuasion, or bargaining.

Negotiation involves resolving disputes between two or more parties by adjusting their demands to reach a mutually acceptable compromise.

Effective Negotiation Criteria

- Quality: negotiating a wise agreement that is satisfactory to all sides

- Cost: negotiating effectively using minimum of resources and time

- Harmony: negotiating a way that fosters and maintains good relationships

Lewicki and Hiam's Negotiation Matrix Goals

In any negotiation two important goals should be always considered.
you choose your negotiation strategy based upon two factors

The importance of the outcome:

how important substantive results are, such as money, time, accomplishment, etc.

The importance of the relationship:

how important relational outcomes are, such as building or maintaining your relationship with the counterparty

Lewicki and Hiam's Negotiation Matrix is a tool that helps you choose the best negotiation strategy.

The matrix consists of **five negotiation strategies:**

1. Competing
2. Accommodating
3. Avoiding
4. Compromising
5. Collaborating

Competing (Win-Lose)	Accommodating (Lose-Win)	Avoiding (Lose-Lose)
his strategy focuses on **achieving the best possible outcome for yourself**, even if it means the other party loses. It is often used when the outcome is critical, and maintaining the relationship is not a priority.	Here, you **prioritize the relationship** over the outcome, often giving in to the other party's demands. While this helps maintain goodwill, it comes at the cost of not achieving the best possible result for yourself.	In this case, neither party **achieves a favorable outcome** because the issue is ignored or postponed indefinitely. It is typically used when the negotiation is not worth the effort or when both sides prefer to avoid conflict.

Compromising (Partial Win-Win)

This approach seeks **a middle ground** where both parties **make concessions**. While neither side gets everything they want, both gain something, making it a fair but not optimal solution.

Collaborating (Win-Win)

The ideal strategy when **both the outcome and the relationship are important**.

It involves working together to find a solution that satisfies both parties' interests, ensuring mutual success.

Best alternatives in case of non-consensus.

Upon finalizing the agreement

Record all decisions and agreed-upon points.

Inform the individual you are conversing with that you will verify the agreement and forward it via email for confirmation purposes.